



## Job Description

**Job Title:** Holidaymaker Team Member

**Purpose:** The responsibility of the Holidaymaker Team is to provide a fantastic customer experience for all guests prior to, during and after their holiday.

**Location:** The position is based in the Norfolk Cottages offices in Holt or Wells-next-the-Sea.

**Reports to:** The Holidaymaker Team reports to the Operations Manager.

**Liaison and Main Contacts:** Works mainly with guests to resolve any queries they may have when booking, staying or post-holiday in our properties. Also works closely with homeowners, colleagues in the New Business Team, the Homeowner Services team and Norfolk Cottage Care as required.

**Special Features:** The position is required to work as per a staff rota for their contract number of 8 hours every Saturday, 9:00am - 5:00pm. Work outside normal office hours and on Sundays / Public Holidays may occasionally be required.

### Responsibilities and tasks:

#### Guest Care

- Deliver great customer service to our holiday makers and homeowners.
- Assess guest problems/issues and decide on appropriate course of action, to the satisfaction of the homeowner and the guest.
- Welcome all visitors to the office and deal positively with walk-in enquiries.
- Overflow enquiry handling; to administer bookings, availability requests, deposit and balance payments, invoicing, security deposits and other requirements, always aiming to convert as many enquiries to bookings as possible.
- Ensure guests receive an excellent customer journey, from initial enquiry to enjoying their holiday.
- Attend local events and shows as required.
- Administration of Customer Service Questionnaires and online feedback through Feefo.
- Resolve complaints wherever possible.

## **Health & Safety**

- Always implement the legal obligation to maintain a safe working environment.
- Follow the company's procedures, as described in the Health & Safety Policy.
- Report anything unsafe to the Health & Safety representative and report accidents in the accident book.

## **Team**

- Always respect colleagues and show them courtesy.
- Communicate effectively with others in the team.
- Work collaboratively with colleagues in order to meet the objectives of the business.
- Contribute to team meetings and put forward ideas and feedback in order to improve best practice.

## **General**

- Attend work with a clean and smart appearance, wearing the appropriate attire.
- Undertake any other tasks that may be reasonably requested.
- Implement the policies and procedures set out in the Staff Handbook and the operating procedures.
- Make optimum use of time, working in an efficient and effective manner.

The above list of tasks is not exhaustive - other responsibilities may be required in order to support the aims of the business.

**To apply, please email a CV and cover letter to [jobs@originalcottages.co.uk](mailto:jobs@originalcottages.co.uk). Deadline is 21<sup>st</sup> July 2019.**